

IN THE SPECIFICATION:

Summary of the Invention: On page 2 replace lines ³⁻¹⁴4-15 to read in full as follows:

In one illustrative embodiment, a method of allocating computing resources is provided. The method comprises receiving requests for services from a plurality of customers, responding to said requests for services, utilizing a shared infrastructure, and configuring the shared infrastructure, based on stored customer information for the plurality of customers, wherein the stored customer information comprises service level agreement information comprising terms of a service level agreement for each of the plurality of customers. Configuring the shared infrastructure comprises assigning a priority to the requests, based on the terms of the service level agreement for each of the plurality of customers.

In another illustrative embodiment, a method of allocating computing resources is provided. The method comprises analyzing at least one provisioning request and assigning a priority to said at least one provisioning request, based on performance data and stored customer information for each of a plurality of customers. The stored customer information comprises service level agreement information comprising terms of a service level agreement for each of the plurality of customers. The method further comprises configuring a shared infrastructure, according to said provisioning request and said priority, and responding to requests for services, utilizing said shared infrastructure.

These and other features of the illustrative embodiments will be described in, or will become apparent to those of ordinary skill in the art in view of, the following detailed description of the example embodiments of the present invention.